



Frequently Asked Questions

ABOUT THE CONFERENCE

QUESTION: What are the dates and location of the conference?

ANSWER: The conference is Tuesday, May 9 through Thursday, May 11, at the DeVos Place in Grand Rapids, Michigan.

QUESTION: Who is sponsoring the conference?

ANSWER: The conference is sponsored by the Michigan State Police, Emergency Management and Homeland Security Division (MSP/EMHSD), in partnership with Michigan Department of Health and Human Services, Bureau of EMS, Trauma and Preparedness (MDHHS/BETP) and the Federal Bureau of Investigation (FBI)-Detroit Division.

QUESTION: What is the format of the conference?

ANSWER: The conference consists of two half days and one full day. The conference hours will be:

- Tuesday, May 9, from 1 - 5 p.m. (General session)
- Wednesday, May 10, from 8 a.m. - 5:00 p.m. (Six one-hour workshop sessions)
- Thursday, May 11, from 8:00 a.m. - noon (General session)

QUESTION: Am I required to attend every session?

ANSWER: We recommend that you attend each session in order to maximize your benefits for attending the conference.

QUESTION: Will the conference be held in the hotel(s) we stay in?

ANSWER: No, the conference will be held at the DeVos Place, which is within walking distance of area hotels. A list of area hotels with special conference rates can be found at www.michigan.gov/glhs.

REGISTRATION

QUESTION: How do I register for the conference?

ANSWER: The registration process is available online through the Michigan State Police Learning Management System, called MI-TRAIN. You can access the online registration at <https://mi.train.org>. Instructions on [how to create a MI-TRAIN account](#) and [how to register for the conference](#) are available.

QUESTION: When is the last day to register?

ANSWER: The last day to register is Friday, April 21 at 5 p.m.

QUESTION: What is the registration fee?

ANSWER: The registration fee is \$300 until midnight on April 14, 2017 and increases to \$350 after.

QUESTION: Can someone else register for me?

ANSWER: No, each attendee will need a personal MI-TRAIN account to register for the conference.



QUESTION: **What should I do if I am unable to attend and I have already registered?**

ANSWER: Please send an email to EMHSD-Conference@michigan.gov with a brief explanation of why you can no longer attend. Full registration fee refunds will be issued for cancellations made by 5 p.m. on Friday, April 28. Refunds will not be issued for cancellations made after that date; however, substitutions are welcome.

QUESTION: **How do I register a substitute in place of my registration?**

ANSWER: Please send an email to EMHSD-Conference@michigan.gov indicating that you would like to make a substitution. Please include the following information in your e-mail: your name, your substitutions name, and his or her e-mail address. Instructions will then be sent to the substitution on how to register. Please note that the substitution must already have a MI-TRAIN account or they must create one before the registration can be completed.

QUESTION: **Will I receive a registration confirmation?**

ANSWER: Yes, you will receive an email confirmation if you agree to receive email confirmations from MI-TRAIN. To verify that you have accepted email confirmations, log into MI-TRAIN and click on the "My Account" link in the upper right hand corner and verify the **"I would like to receive emails from TRAIN"** box is checked. If you do not receive a confirmation and you have accepted the email confirmations, please contact EMHSD-Conference@michigan.gov to verify that you are registered.

QUESTION: **How do I print a copy of my registration?**

ANSWER: At the end of the registration process, you will have the opportunity to print your registration information (click the printer-friendly button at the top of the page). You can also access your conference registration at any time by logging into your MI-TRAIN account and clicking on the "My Learning" link. Click on "2017 Great Lakes Homeland Security Training Conference and Expo", then the "Registration" tab. This is where you will find conference information.

QUESTION: **Will walk-in registrations be available onsite?**

ANSWER: No, there will be no onsite registration available at the 2017 Great Lakes Homeland Security Training Conference and Expo.

EXHIBITOR AREA

QUESTION: **What are the hours of the Exhibitor Area?**

ANSWER: The exhibitor area will be open on:

- Tuesday, May 9, from 11:00 a.m. to 5:00 p.m.
- Wednesday, May 10, from 7:30 a.m. to 4:00 p.m.

QUESTION: **How much does it cost to view the exhibits?**

ANSWER: There is no additional charge for attendees to view the exhibits.

QUESTION: **How do I register to be an exhibitor or sponsor?**

ANSWER: Exhibitor and sponsor registration is available online at <http://www.michiganchemistry.com/2017-glhs-expo-page>



PAYMENT OPTIONS

QUESTION: **How do I pay for the conference registration?**

ANSWER: There are two conference payment options: credit card or check.

- **Credit Card:** If you choose to pay by **credit card**, please have your credit card information ready when registering online. You will have five minutes to complete the payment portion of registration. If you do not have the credit card information available at the time of registration, please select to be invoiced. The invoice will include a link at the bottom of the page that will direct you to the payment processing system to pay by credit card.
- **Check:** If you choose to pay by **check**, please select invoice in the payment option during registration, then print a copy of the invoice that will be emailed to you within two business days. The check should be made out to "State of Michigan". **Mail the check, with a copy of the invoice**, to the Michigan State Police - Cashiers Office, P.O. Box 30634, Lansing, MI 48909.

MEALS

QUESTION: **Will meals be provided?**

ANSWER: The following outlines the meal schedule during the conference:

- Tuesday, May 9: Dinner is "on your own"
- Wednesday, May 10: Breakfast and lunch will be provided
Dinner is "on your own"
- Thursday, May 11: Breakfast will be provided

QUESTION: **How can I make a special meal request?**

ANSWER: To request a special meal, please complete the special dietary needs information during the MI-TRAIN registration process. If you are unsure if you completed this during registration, please email the 2017 Conference Committee at EMHSD-Conference@michigan.gov.

EXTRA ACTIVITIES AVAILABLE

QUESTION: **Will speakers or activities outside of the conference be available?**

ANSWER: The following are activities that will be held:

- TBD

DRESS CODE

QUESTION: **What is the appropriate attire for the conference?**

ANSWER: Attire for the conference will be business casual. Please keep in mind that conference room temperatures may vary.



GUIDEBOOK APPLICATION

QUESTION: What is the Guidebook application?

ANSWER: The Guidebook application is a mobile application that enables you to plan your day with a personalized schedule, browse maps, exhibitors and speakers, receive reminders and alerts, provide immediate feedback, and network with other conference attendees.

QUESTION: Do I have to pay for the Guidebook application?

ANSWER: No, the Guidebook application is free. It will be available two weeks prior to the conference.

CONFERENCE MATERIALS/HANDOUTS

QUESTION: Can I obtain a copy of the handouts ahead of time?

ANSWER: All handouts and presentations will be available on the new Guidebook application. If you wish to print the handouts, you can do so from the Guidebook application prior to the conference. If unavailable, attendees should request materials directly from the workshop speakers.

QUESTION: Will I need to bring any materials with me?

ANSWER: All relevant materials will be provided at the conference.

CONFERENCE CERTIFICATES AND EVALUATION

QUESTION: How do I obtain my conference certificate?

ANSWER: Conference certificates will be available in your MI-TRAIN account upon completion of the mandatory online evaluation following the conference. The online evaluation will be available in MI-TRAIN the week after the conference.

ADDITIONAL INFORMATION

QUESTION: Who can I contact for additional information?

ANSWER: For additional information, please send an e-mail to EMHSD-Conference@michigan.gov or visit www.michigan.gov/glhs.